

Consent Decree Standards

Quarter 2 Report : 4/1/21-6/30/21

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Compliance Measures: Timely Access

1. 80% inpatient referrals to PNMI E accepted within 5 business days
 - **Standard met*:** 78% accepted; excluding 3 refusals by client or guardian 86% accepted
2. 80% inpatient referrals to PNMI admitted within 30 calendar days
 - **Standard met:** 94% (34 out of 36) admitted within 30 calendar days
3. BRAP vouchers issued within 14 calendar days on average for priority categories
 - **Standard met:** Average of 4 days to issue voucher

Compliance Measures: Timely Access

4. 60% referrals to Community Integration (CI) have face to face assessment within 7 business days; 85% within 30 calendar days
 - **Standard not met*:** 57% within 7 business days; 76% within 30 calendar days
5. 60% referrals to Assertive Community Treatment (ACT) have face to face assessment within 7 business days; 85% within 30 calendar days
 - **Standard not met*:** 33% within 7 business days; 84% within 30 calendar days
6. 75% Department referrals to medication management provided service within 7 calendar days of discharge from inpatient; 85% within 14 calendar days
 - Unclear if standard met; report in development

Compliance Measures: Timely Access

7. 90% calls to Maine Crisis Line (MCL) responded to within 10 seconds; texts/SMS/emails within 120 seconds
 - **Standard met:** 100% calls within 10 seconds; 100% Texts/SMS/emails within 120 seconds
8. >50% of those determined to need face to face contact with mobile crisis are seen within 2 hours; 85% within 3 hours
 - **Standard met:** 80% seen within 2 hours; 86% seen within 3 hours
9. >50% have disposition/resolution within 3 hours of completion of mobile crisis assessment
 - **Standard met:** 68% had resolution within 3 hours

Compliance Measures: Timely Access

10. <5% involuntarily admitted for psychiatric treatment as final disposition from call to MCL
 - **Standard met:** 2.7% involuntarily admitted for psychiatric treatment
11. <20% readmitted to Crisis Residential within 30 calendar days from CSU discharge
 - **Standard met*:** 9% Readmission within 30 calendar days

Compliance Measures: Timely Access

- 12. $\leq 15\%$ discharged from Crisis Residential admitted for inpatient psychiatric treatment within 30 calendar days
 - **Standard met:** 11% admitted to psychiatric inpatient

- 13. 60% referrals to Behavioral Health Home (BHH) admitted within 7 business days; 85% within 30 calendar days
 - **Standard not met*:** 81% within 30 calendar days

Compliance Measures: Contract Management & Enforcement

- 14. <5% of requests to reject referral for reasons other than staffing ratios, capacity, or not meeting eligibility per MC rule are granted
 - **Standard met*:** 0% granted
- 15. 95% violations of contract or MC rule provisions for rejecting referrals or terminating services result in sanctions
 - **Standard met*:** Not applicable, no violations

Compliance Measures: State Hospital

16. a) Riverview Psychiatric Center (RPC) maintains licensing, Joint Commission accreditation, CMS certification, & funding level needed to maintain accreditation & certification standards
- **Standard met:** RPC continues to be accredited, licensed, & certified
- b) 70% of patients ready for discharge are discharged within 7 calendar days
- **Standard not met:** 7 out of 13 (54.8%) within 7 days
- c) 80% of patients ready for discharge are discharged within 30 calendar days
- **Standard not met:** 10 out of 13 (76.9%) within 30 calendar days
- d) 90% of patients ready for discharge are discharged within 7 calendar days
- **Standard met:** 12 out of 13 (92.3%) within 45 calendar days

Compliance Measures: Reporting

17. Department provides quarterly reports on each standard to Court Master & Plaintiffs' Counsel no later than 60 calendar days after the end of each quarter
 - **Standard partially met:** Not all data available at time of reporting